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LVHN Weekly-Pocono

Lehigh Valley Health Network

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Lynn's Turn: Opening Doors With PRIDE

The woman had tears in her eyes. Standing next to her car in the LVHN-Mack Boulevard parking lot, this colleague was visibly upset. Her morning suddenly took a turn for the worse when she realized she had locked her keys in her car. Another colleague walking by noticed the woman's frustration and approached her, even though she didn't know her. The colleague placed her arms around the distraught woman, consoled her and offered to call security for help.

I also was in the parking lot that morning. What I saw touched me, and it told me a lot about what makes LVHN exceptional: our people. As I watched one colleague show empathy (one of our PRIDE behaviors) to another, I thought about the power of PRIDE. Three things came to mind:

1. PRIDE is for all colleagues, whether you work at the bedside or in an office. We often associate PRIDE with patient care. While treating patients and their families with PRIDE is vitally important, PRIDE means more than that. In fact, our refined PRIDE behaviors start with the way we treat each other, and flow to our patients and community members. I guarantee that when the colleague who was having a bad day finally got to work, she was energized to do something special for someone else because someone was kind to her. PRIDE is contagious. When you experience it, you're driven to pay it forward.

2. PRIDE brings people together. These women were colleagues, yet strangers. Not anymore. That one moment created a common and lasting bond between them. Another example comes to mind. Each member of HR's recruitment team recently pitched in to cook a meal for families staying at the Hackerman-Patz House. Their involvement (another PRIDE behavior) in the meal prep was good for team building. It reinforced in them that great things happen when you work together toward a common goal.

3. PRIDE opens doors (pun intended). When barriers are removed, problems are solved and improvements are made. Here's another example, and it's something that happens every day. The respect (PRIDE behavior alert) exhibited during open and transparent discussions at department huddles often lead to innovative ideas that make our health network even better.

I'm sure you see PRIDE happening every day too. Remember: PRIDE is contagious. So, the more you model these behaviors, the more we'll begin to feel PRIDE permeate our culture.

Thanks for making the PRIDE Promise and pass it on.
Lynn



About me: My name is Lynn Turner, Senior Vice President and Chief Human Resources Officer. My mission is to make LVHN an even better place to work, where colleagues feel valued and have the tools to live their best life possible. In this blog, I plan to cover the issues most important to you. I hope you will feel comfortable asking questions and sharing your concerns. In return, I'll share information about our policies and how LVHN is working to support you.

Are We Reaching our Goals in January?



ARE WE REACHING OUR GOALS?

As we strive to achieve our goals related to the Triple Aim (better health, better care and better cost), we'll use this chart to track our progress throughout fiscal year 2018.

- Green = Meeting our goal
- Red = Opportunity for improvement
- Grey = Data not yet available

Results as of Jan. 16, 2018

We need your help. Currently, we are not meeting some of our health network goals (see chart). But if we work together, we can give the people of our community the better health, better care and better cost they expect and deserve. Here are things you can do to enhance our performance and turn our "red" goals "green."

IMPROVE BREAST CANCER SCREENING

- ▶ If you work in an LVPG practice, help women schedule their screening mammogram before they leave the office. Training on how to schedule with Breast Health Services is being offered through February.
- ▶ Promote preventive screenings to patients, family and friends ages 40-75.
- ▶ Tell women with a MyLVHN account that they can schedule their own screening mammogram on the schedule page without a prescription.

MEET HCAHPS INPATIENT EXPERIENCE GOALS

- ▶ If you work on a patient care unit, make sure bedside shift report, hourly rounding and nurse director rounding are standard work.
- ▶ Talk with leaders during PRIDE Rounding and share your ideas about ways we can make the patient experience even better.
- ▶ If you're an inpatient unit director or medical director, visit the new HCAHPS data portal. It provides detailed feedback from patient surveys that you can use to develop plans to make our patients' hospital stay even better.

OPTIMIZE COST PER PATIENT ENCOUNTER

- ▶ Continue to do everything possible to keep costs down, whether it is working more efficiently or using supplies prudently.
- ▶ Tell people how easy it is to access care at LVHN and encourage them to see us when they need care. The more people we care for, the more likely we are to achieve this goal.



Go Red for Women's Heart Disease Awareness Feb. 2

One in three women dies of heart disease and stroke each year. In fact, it's the number one killer of women. You can help raise awareness about heart disease when you Go Red on Friday, Feb. 2. Then join millions of mothers, sisters, daughters and friends who are making a change to a healthier lifestyle to reduce their risk for heart disease and stroke.

Help us show our community that LVHN supports heart disease awareness. Take a selfie wearing red or grab your colleagues for a Go Red group shot and send it to lvhn@lvhn.org. Please include your name, department and location along with other colleagues in the photo. Then watch for your photo on LVHN's social media channels.

Stay tuned for other fun Go Red activities that you and your colleagues can participate in. Look for more information next week.

FREE ORTHOPEDIC LUNCH AND LEARN WELCOMES COMMUNITY

Members of the community enjoyed a free lunch and learn about hip and knee pain from Roger Compton, MD, with Mountain Valley Orthopedics. Attendees enjoyed a boxed lunch while learning about underlying causes and treatment options to help eliminate joint pain.

Enjoy a Night Out With the Penguins



Join your colleagues for a Wilkes-Barre/Scranton Penguins game on April 7, at 7 p.m. Tickets are \$17 in the Red Zone and include a Wilkes-Barre/Scranton Penguins hat and meal voucher to a participating chain restaurant. There are a limited number of tickets available. Please call Cassandra at extension 3788 to reserve your tickets.

LVHN Gets on National News for Innovative Flu Care – Watch the Broadcast

The flu is hitting communities hard across the country, including here at home. Emergency room (ER) volumes are up as more patients come down with high fevers, coughs, body aches and other flu-like symptoms. To address a surge in patients with the flu and other illnesses, LVH-Cedar Crest took an innovative approach to providing care that is once again garnering national attention, this time from [NBC Nightly News](#).

The 2013 flu season was the first time we erected the mobile surge tent at LVH-Cedar Crest. We erected it again this year in the parking lot outside the ER to handle a rise in patient volumes since the holidays. The surge tent is outfitted with the same equipment and personnel as our permanent ER. That novel approach allows us to care for more patients, more quickly and still provide the great care LVHN is known for. [Watch the news broadcast here.](#)



Ask the Doctor: Seasonal Asthma

An LVH-Pocono physician is featured regularly in *The Pocono Record's Ask the Doctor* column. This week's featured caregiver is Zakia Douglas, MD, with LVPG Pulmonology. She is board-certified in internal medicine, pulmonary medicine and critical care medicine.

Q. Can cold temperatures trigger seasonal asthma symptoms?

A. Absolutely. Cold temperatures can trigger airway symptoms such as asthma. Just like tree pollen and other seasonal allergens can trigger symptoms for people in the spring.

RECOGNIZING THE SIGNS

Your symptoms may be different from other asthmatics. Yet most people with asthma will develop shortness of breath and chest tightness. If you run a marathon it's natural for you to feel short of breath. If those same symptoms arise when you are getting out of bed, you should see your doctor.

In addition, if you have a cough that lasts longer than three months you should see your doctor. Some viruses and respiratory infections can cause a cough to linger for several weeks. Yet, a nagging cough can also be symptomatic of some lung malignancies. The bottom line: If your cough symptoms aren't improving after three weeks see your doctor.



TREATMENT OPTIONS FOR SEASONAL ASTHMA

The best treatment is to prevent an attack from occurring. You can do that by being aware of your triggers. If your pet causes asthma symptoms, stay away from your pet or protect yourself when symptoms occur.

If you do have an attack, emergency medications such as albuterol can help. If your attack is serious, albuterol won't be enough. Every asthmatic should have a peak flow and an asthma action plan. Use these tools when you are in trouble. When used correctly, they can help you avoid visits to the emergency department.

If you have been diagnosed with asthma you should be vaccinated with an annual flu shot as well as the pneumococcal conjugate vaccine (PCV13), which protects against 13 types of pneumococcal bacteria. These preventative vaccines can help you avoid respiratory tract infections that can be lethal in asthmatics.

Smoking can trigger asthma, complicate your illness and lead to irreversible lung damage. If you have asthma, you should not smoke. As a physician, I have seen spontaneous pneumothorax in asthmatic patients who smoke marijuana. A pneumothorax, is an air bubble that can form between the lung and the chest wall leading to a collapsed lung. In certain circumstances, it can be life threatening. I recommend all asthmatics avoid these potentially lethal inhalants.

LVHN Annual Meeting

You are cordially invited to attend a rebroadcast of LVHN's Annual Meeting to learn about programs and services available throughout the health network. You may attend all or part of the rebroadcast which includes remarks from LVHN President and Chief Executive Officer Brian Nester, DO, MBA, FACOEP. Food will be available.

SCREENING TIMES AND LOCATIONS:

Monday, Feb. 12	Midnight to 1 a.m.	Stroud/Brodhead Rooms
Wednesday, Feb. 14	1–2 p.m.	Serenity/Tranquility Rooms
Monday, Feb. 26	6–7 p.m.	Serenity Room

Please RSVP to Deborah.Moore@lvhn.org or call **570-476-3449**.

POSITIVE PATIENT TESTIMONIAL

"Lab techs Alex and Ashley are just fantastic. I am a chemo patient and they have taken care of me for the past year. They are always so wonderful. They go above and beyond."